



**AMERIPHONE®**

# DIALOGUE JV-35™

The Talking Phone™



## Operating Instructions

©AMERIPHONE INC., 12082 Western Avenue, Garden Grove, CA 92841 (714) 897-1111 or (800) 772-2889 TTY/TDD  
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## Important Safety Instructions

When using your telephone equipment, always follow basic safety precautions to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read and understand all instructions. Observe all warnings and other markings on the product.
2. During thunderstorms, avoid using telephones except cordless models. There may be a slight chance of electric shock from lightning.
3. Do not use a telephone near a gas leak. If you suspect a gas leak, report it immediately, but use a telephone away from the area where gas is leaking.
4. Do not use this product near water, or when you are wet. For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquids, unplug any phone line or power cord immediately. Do not plug the product back in until it has dried thoroughly.
5. Install this product in a protected location where no one can trip over any phone line or power cord. Protect cords from damage or abrasion.
6. If this product does not operate normally, review the "Troubleshooting" section. If you cannot resolve the problem, or if the product is damaged, refer to the Ameriphone Warranty. Do not open this product except as may be directed in this owner's manual. Opening this product or reassembling it incorrectly may expose you to hazardous voltages or other risks. Opening this product automatically voids the warranty.
7. If this product uses batteries as power back-up during power outages, replace batteries only as described in this owner's manual. Do not burn or puncture used batteries — they contain caustic chemicals.
8. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - A. When the power supply cord or plug is damaged or frayed.
  - B. If liquid has been spilled on the product.
  - C. If the product has been exposed to rain or water.
  - D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls may result in further damage.
  - E. If the product has been dropped or appears damaged.
  - F. If the product exhibits a distinct change in performance.

9. If this product has a polarized plug with one wide prong, it may not fit in non-polarized outlets. Do not defeat the purpose of these plugs. If they do not fit in your outlet, the outlet should be replaced by an electrician.

### ADDITIONAL SAFETY NOTES FOR CANADIAN USERS

**NOTICE:** The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing the equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alteration made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment. Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

**CAUTION:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as soon as possible.

**NOTICE:** The LOAD NUMBER (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop which is used by the device, to prevent overloading. The termination on a loop may consist of any combination of devices subject only to the requirement that the sum of the load numbers of all devices does not exceed 100.

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## Introduction

Thank you for selecting the exciting new Dialogue JV-35 from Ameriphone. It has been designed to meet the highest quality standards to provide you with years of convenient and trouble-free service.

Please read these operating instructions thoroughly before using your telephone. Keep this manual for future reference.

You must save your sales receipt as proof of purchase in the event that you need warranty service.

If you have any questions about your Dialogue JV-35, please call our Customer Service Department at 800-874-3005.

## Package Checklist

Please make sure your Dialogue JV-35 package includes the items as shown below:

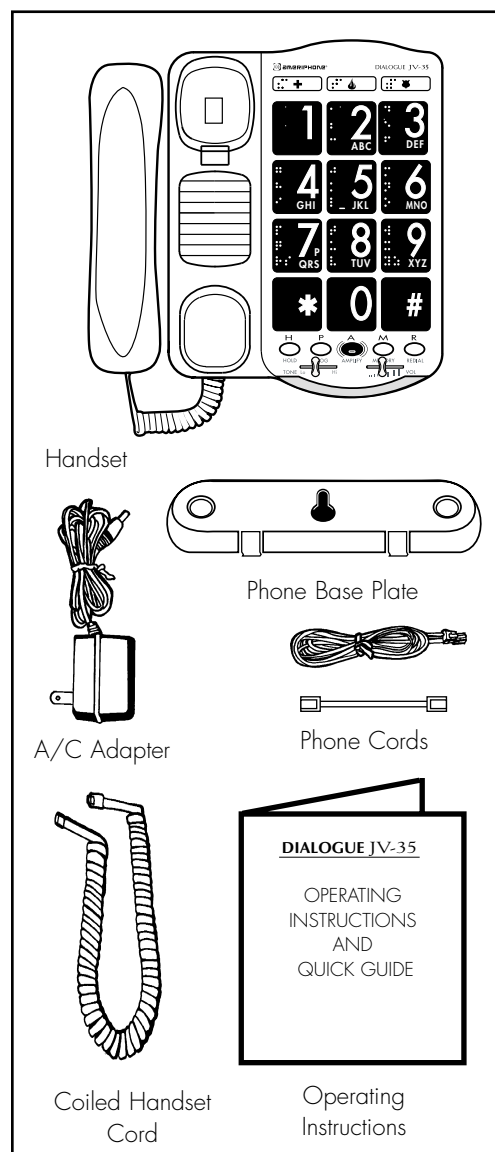


Fig. 1 - Package Components

## Features Identification

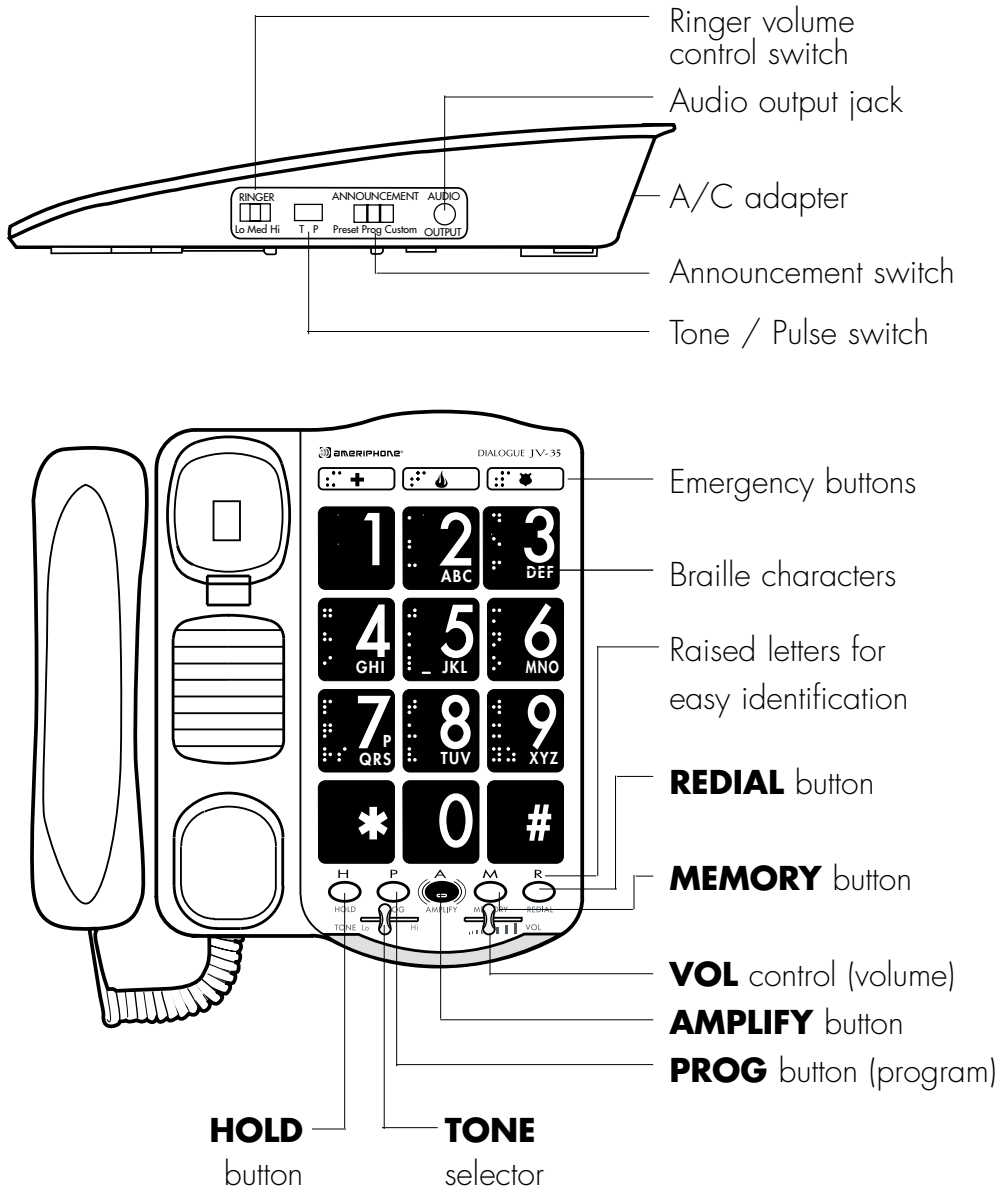


Fig. 2 - Features on DIALOGUE JV-35

### A. Desk Mounting

1. Plug in the long phone cord.
2. Plug the handset cord into the telephone.

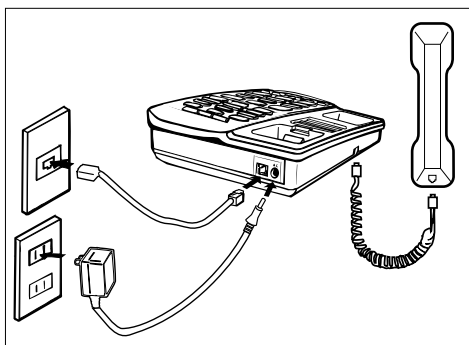


Fig.3 - Connections and installation

3. Insert the AC Adapter cord into the receptacle on the back of the Dialogue JV-35. Then plug the AC Adapter into an electrical outlet.
4. Lift the handset and listen for a dial tone
5. Your Dialogue JV-35 is ready to use.

### B. Wall Mounting

1. Pull the handset hook out and reverse its position so that the hook points up.

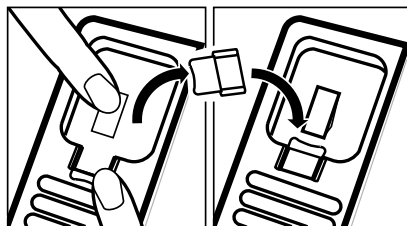


Fig. 4

2. Install the Base Plate by sliding the small tabs into the upper slots. Push on the bottom of the Base Plate until it snaps into place.

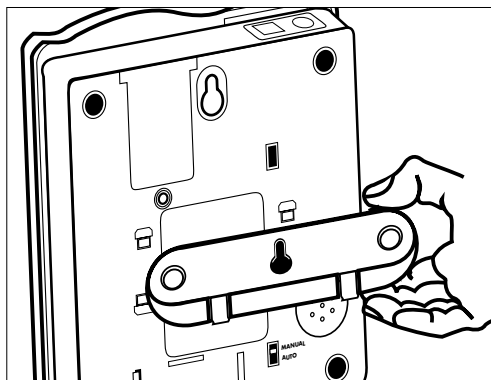


Fig. 5 - Phone base installation for wall mounting

## Installation (continued)

3. Plug in the short phone cord.
4. Insert the AC Adapter cord into the receptacle on the back of the Dialogue JV-35. Then plug the AC Adapter into an electrical outlet.

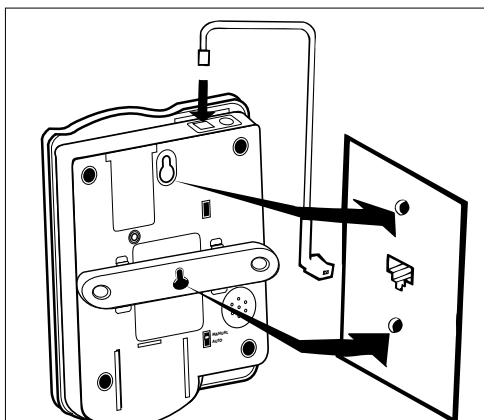


Fig. 6 - Wall mounting installation.

5. Align the posts on the wall mount with the holes in back of the Dialogue JV-35. Slide the phone down on the posts to secure it.
6. Lift the handset and listen for a dial tone.
7. Your Dialogue JV-35 is ready to use.

### C. Batteries

During a power outage the Dialogue JV-35 will maintain full function if back-up batteries have been installed in advance. If batteries are not installed during a power outage, the **AMPLIFY** button, the voice announcements and the Ring Flasher will not work.

**Note:** A set of new batteries can last up to 100 hours during a power outage.

Install four AA alkaline batteries. Use alkaline batteries only.

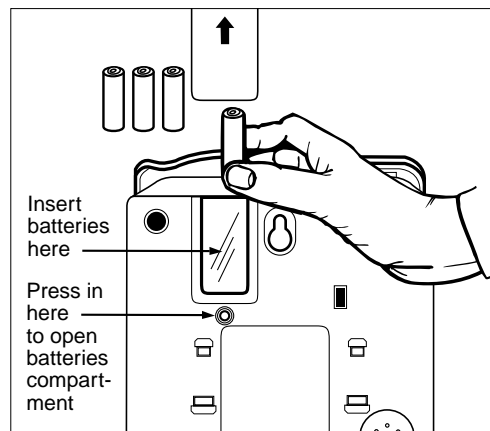


Fig. 7 - Battery installation

## Operating your DIALOGUE JV-35

### A. Dialing

Pick up the handset and dial like any other telephone. As you dial, the numbers you are dialing will be announced (Seven, five, two, etc.) If you read Braille, you can use the small bump on the **5** button to help identify correct buttons. You can also use the Braille characters on the buttons to find the letters on each button. For example, the **2** button has Braille characters for A, B and C.

### B. Making Calls Louder

1. Press the **AMPLIFY** button.  
A light in the ring flasher shows **AMPLIFY** is on.

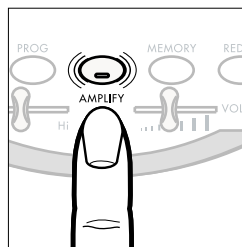


Fig. 8

Note: There is a small bump on the **AMPLIFY** button to help identify it.

2. Adjust the **VOL** control to suit your hearing.

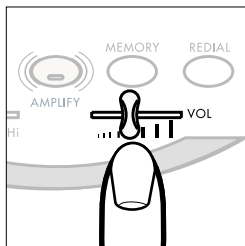


Fig. 9

**Caution:** Repeated incremental exposure to amplification levels greater than 18 dB may be harmful to individuals without hearing disabilities. Therefore, do not remove the warning label attached to the back of the handset. If it is likely that a visually impaired person will use the telephone, securely attach the provided warning printed in Braille to the back of the handset (See, Diagram A).

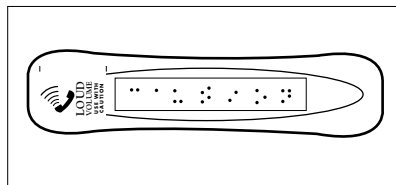


Diagram A.

**Note:** In standard use, the amplifier turns off whenever you hang up the telephone. This is a useful feature if many people use the phone. If you want the amplifier to always remain on, slide the Volume Reset Override switch on the back of the phone to **ON**, as shown in Figure 10.

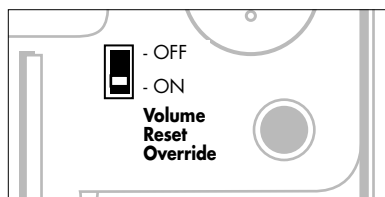


Fig. 10



## Operating your DIALOGUE JV-35 (continued)

### C. Adjusting The Tone

1. When you hear a voice on the line, press the **AMPLIFY** button.

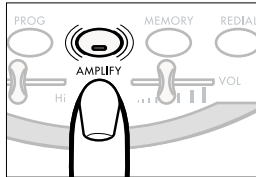


Fig. 11

2. Adjust the **TONE** selector to suit your hearing.

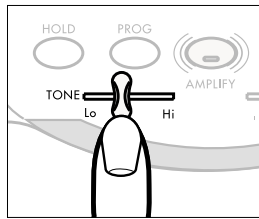


Fig. 12

### D. Ringer Volume

Adjust the **RINGER** control to suit your hearing.

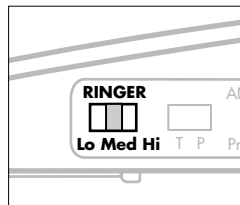


Fig. 13

### E. Hold

1. To put the phone on hold, press the **HOLD** button and put the handset in its cradle.

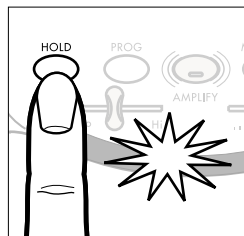


Fig. 14

The red light in the Ring Flasher shows **HOLD** is on.

2. To return to your call, pick up the handset.

**Note:** When the Dialogue JV-35 is on **HOLD**, if you pick up another phone that is on the same line, the Dialogue JV-35 will automatically hang up. You can continue your call on the other phone.

### F. Last Number Redial

Lift the handset and press the **REDIAL** button to dial the last number you dialed.

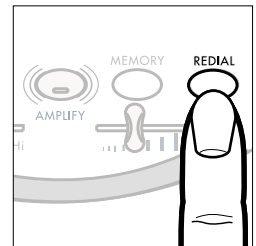


Fig. 15

### G. Programming The Emergency Buttons

The Emergency Buttons can be programmed to dial numbers with one touch. You may wish to use these buttons for police, fire or medical response.

## Operating your DIALOGUE JV-35 (continued)

1. Lift the handset and press the **PROG** button.

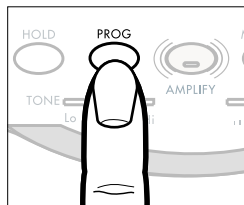


Fig. 16

2. Enter the phone number as you would normally dial it.

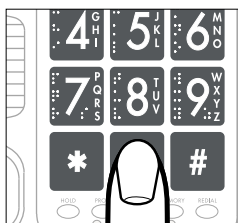


Fig. 17

3. Press **PROG** button again.

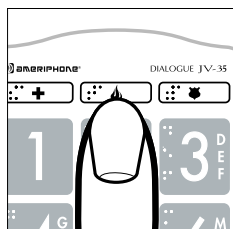


Fig. 18

4. Press one of the Emergency buttons.

5. Hang up the handset.

6. The number is now stored into the Emergency button you selected.

7. To change a stored number or to program another memory button, repeat this process from step 1.

## H. Dialing With An Emergency Button

1. Lift the handset.
2. Press one of the Emergency buttons.

You will hear an announcement similar to: "Emergency One" and then the number you have stored for that button will be automatically dialed.

## I. Programming Frequently Dialed Numbers

1. Lift the handset and press the **PROG** button.

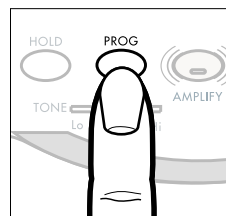


Fig. 19

2. Enter the phone number as you would normally dial it.

3. Press the **PROG** button again.

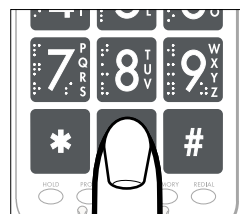


Fig. 20

4. Press **MEMORY**, then one of the number buttons: 0, 1, 2, 3, etc.

## Operating your DIALOGUE JV-35 (continued)

**Note:** # and \* keys are not available for this function.

5. Hang up the handset.
6. The number is now stored into the number button you selected.
7. To change a stored number or to program another memory button, repeat this process from step 1.

### J. Memory Dialing

1. Lift the handset.
2. Press **MEMORY** and one of the number buttons.

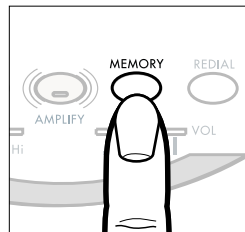


Fig. 21

You will hear an announcement such as "Memory One" and then the number you have stored for that button will be automatically dialed.

### K. Recording Emergency Button Identification Announcements

The Dialogue JV-35 comes with factory pre-recorded announcements to identify each Emergency button such as "Emergency One" etc. You can erase these identification announcements and record announcements of your own, such as "Police" or "Fire", by following these steps.

1. Pick up the handset.
2. Slide the **ANNOUNCEMENT** switch to the **PROG** position. You will hear "Program Mode, Program Mode" followed by a "beep-beep" sound. This confirms the Dialogue JV-35 is ready to be programmed.

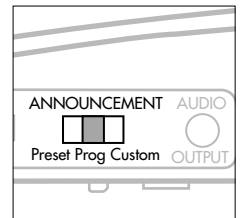


Fig. 22

3. Press the desired Emergency button. After the "beep," speak into the handset to record an announcement like "Police" or "Fire" for that button. Your

## Operating your DIALOGUE JV-35 (continued)

recording can be up to three seconds long.

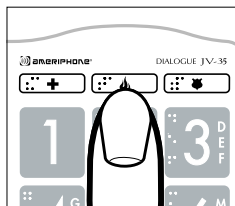


Fig. 23

4. After three seconds there will be a “beep” to tell you recording has stopped. Your recording will be played back immediately so you can check it, followed by a “beep-beep” sound.
5. Now you can repeat steps 3 and 4 if you want to change your announcement or if you want to record an announcement for a different Emergency button.
6. Otherwise, when you are finished recording, hang up the handset.
7. Slide the **ANNOUNCEMENT** switch to the **CUSTOM** position and your recordings will be played when you press an Emergency button.

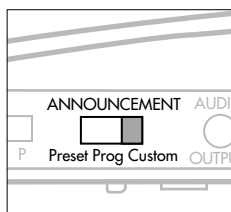


Fig. 24

### L. Recording Memory Button Identification Announcements

The Dialogue JV-35 comes with factory pre-recorded announcements to identify each memory button. You can erase these announcements and record your own announcements, such as “Bob’s Number,” or “Bank.” Record announcements by following these steps.

1. Pick up the handset
2. Slide the **ANNOUNCEMENT** switch to the **PROG** position. You will hear “Program Mode, Program Mode” followed by a “beep-beep” sound to confirm the Dialogue JV-35 is ready to be programmed.
3. Press the **MEMORY** button plus the desired number buttons (0, 1, 2, etc.). After the “beep,” record an

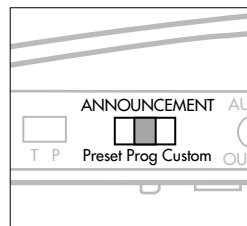


Fig. 25

## Operating your DIALOGUE JV-35 (continued)

announcement like "Bob's number" or "Bank" for that button. Your recording can be up to three seconds long.

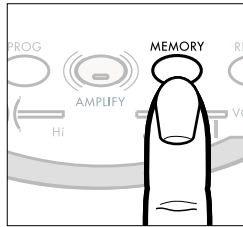


Fig. 26

4. After three seconds there will be a "beep" to tell you recording has stopped. Your recording will be played back immediately so you can check it, followed by a "beep-beep" sound.
5. Now you can repeat steps 3 and 4 if you want to change your announcement or if you want to record an announcement for a different memory button.
6. Otherwise, when you are finished recording, hang up the handset.
7. Slide the **ANNOUNCEMENT** switch to the **CUSTOM** position and your recordings will be played when you press a memory button.

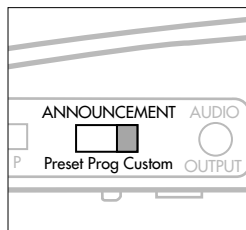


Fig. 27

### M. Recording Number Button Announcements

The Dialogue JV-35 comes with factory pre-recorded announcements for the number buttons. If you choose, you can record announcements for the number buttons in your own voice by following these steps.

1. Pick up the handset.
2. Slide the **ANNOUNCEMENT** switch to the **PROG** position. . You will hear "Program Mode, Program Mode" followed by a "beep-beep" sound to confirm the Dialogue JV-35 is ready to be programmed.

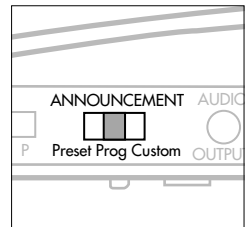


Fig. 28

3. Press the **1** button. After the "beep," say "One" in your own voice or language.

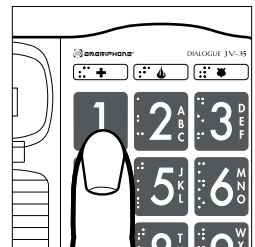


Fig. 29

## Operating your DIALOGUE JV-35 (continued)

Your recording can be up to one second long.

4. After one second there will be a "beep" to tell you recording has stopped. Your recording will be played back immediately so you can check it. Then there will be a "beep-beep" sound.

5. Now you can repeat steps 3 and 4 for all the rest of the number buttons.

6. When you are finished recording, hang up the handset.

7. Slide the **ANNOUNCEMENT** switch to the **CUSTOM**

position.

Your announcements will be played when you press a number button.

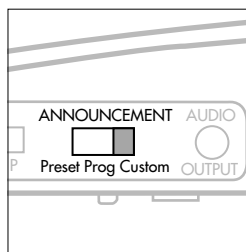


Fig. 30

### N. Selecting Number Button Announcements

To hear the number button announcements that were pre-recorded at the factory,

slide the **ANNOUNCEMENT** switch to **PRESET**.

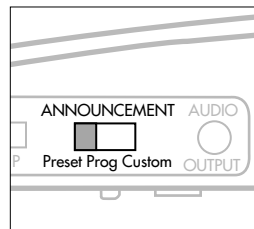


Fig. 31

To hear the number button announcements that you have recorded,

slide the **ANNOUNCEMENT** switch to **CUSTOM**.

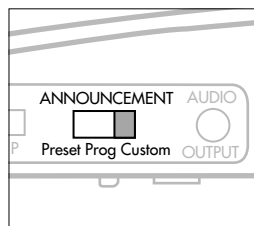


Fig. 32

To turn off the voice announce feature, turn the phone over and slide the **"VOICE ANNOUNCE"** switch to **OFF**.

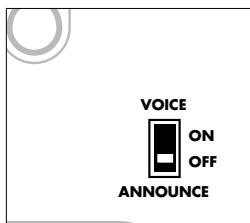


Fig. 33

## Operating your DIALOGUE JV-35 (continued)

### O. Direct Audio Connection

To connect an assistive listening device, plug a compatible auxiliary cable into the Audio Output port, then plug the other end into your assistive listening device.

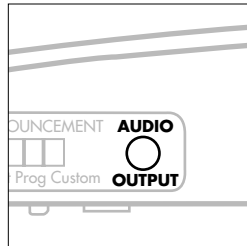


Fig. 34

When you have an assistive listening device connected, you still must speak into the handset.

**Note:** The Audio Output port is compatible with some neckloops. Please check with your hearing aid specialist. It can also be used with a cochlear implant.

### P. Cochlear Implant Adapter Cord

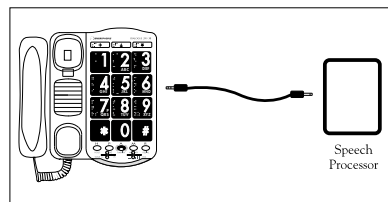
A cochlear implant adapter cord is available from Ameriphone that can be used to plug the Dialogue JV-35 directly into a speech processor.

**WARNING!** During thunderstorms, avoid using telephones as electric shock from lightning can occur. Before plugging any cord into your speech processor, you must consult your implant manufacturer.

#### Connecting the Speech Processor:

Plug the mono end of the plug into the speech processor.

- Plug the mono end of the plug into the speech processor.
- Plug the stereo end of the plug into the Audio Output socket on the phone.
- Speak into the handset when using the cochlear implant adapter cord.



## In case of difficulty

If any problem should arise during operation of your **DIALOGUE JV-35**, go through the suggestions listed below. Should the difficulty persist, contact Ameriphone or your authorized dealer for assistance.

SYMPTOM	CAUSE AND CORRECTIVE ACTION
No dial tone	Check all phone cord connections.
No number dialed when memory button pressed	No number stored in that memory button. See "Programming Frequently Dialed Numbers"
Call cannot be dialed, or is dialed slowly	See "Installation" section to reset the dial mode switch.
No audible ring	Make sure the ringer is not set to "Off" position.
Phone "locks-up" no functions operate	Check all the connections. Make sure the cords are plugged in correctly.

## FCC Information

The **DIALOGUE JV-35** has been registered with the Federal Communications Commission (FCC) and complies with the standards in Part 68 of the FCC Rules.

FCC compliant telephone cords and modular plugs are provided with this telephone. Your telephone company is required by the FCC to allow you to connect FCC registered telephone equipment to their telephone lines.

The FCC requires that upon request of your local telephone company, you provide the FCC registration number and Ringer Equivalence Number (REN) of your telephone equipment, both noted on the underside of the **DIALOGUE JV-35**.

Your **DIALOGUE JV-35** has been tested and found to meet the standards for a Class B digital device, as specified in Part 15 of the FCC Rules. These specifications are designed to provide against interference to radio and television reception in a residential installation. There is no guarantee that interference will not occur in a particular installation. If your Ameriphone product causes interference to radio or television reception when in use, you might correct that interference with any one or all of these measures:

1. Where it can be done safely, reorient the receiving television or radio antenna.
2. To the extent possible, relocate the television, radio or other receiver with respect to the telephone equipment.

This warranty applies only to Ameriphone products that are purchased and used in the United States or Canada.



## Warranty

This warranty applies only to Ameriphone products that are purchased and used in the United States or Canada.

Ameriphone warrants the **DIALOGUE JV-35** telephone against any defect in materials or workmanship for the period of one year from the date of purchase.

If your Ameriphone product is defective and returned within 30 days of the date of purchase, your **DIALOGUE JV-35** dealer will replace it at no charge.

If returned after 30 days but within one year from the date of purchase, we will repair or replace it at no charge. In the repair of your **DIALOGUE JV-35**, we may use new or reconditioned replacement parts. If we elect to replace your **DIALOGUE JV-35**, we may replace it with a new or reconditioned product of the same or similar design. Repair or replacement will be warranted for either 90 days or the remaining time on the original warranty period, whichever is longer.

Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the product is fit for ordinary use), are limited to one year from date of purchase. We will not pay for loss of time, inconvenience, loss of use of your **DIALOGUE JV-35** phone, or property damage caused by your **DIALOGUE JV-35** phone or its failure to work, or any other incidental or consequential damages. Some states do not allow limitations on how long an implied warranty lasts or the exclusion of incidental or consequential damages, so the above

exclusions or limitations may not apply to you.

To get warranty service for your **DIALOGUE JV-35** phone, you must provide proof of the purchase date. Within 30 days of the date of purchase, return your **DIALOGUE JV-35** to the place where you purchased it for immediate replacement. After 30 days, call Ameriphone at (800) 874-3005 voice or 800-772-2889 TTY for the authorized service center nearest you. You must prepay all shipping costs. We suggest you save the original package materials in the event you need to ship the **DIALOGUE JV-35**. When shipping for warranty repair, include your name, address, phone number, proof of date of purchase, and a description of the problem. After repairing the product, we, (or the service center) will ship it back to you at no cost within the United States and Canada. CANADIAN RESIDENTS: call ameriphone at 800-874-3005, 800-772-2889 TTY for instructions.

This warranty does not cover defects resulting from accidents, damage while in transit to our service location, alterations, unauthorized repair, failure to follow instructions, misuse, use outside the United States or Canada, fire, flood, and acts of God. Nor do we warrant the product to be compatible with any particular telephone equipment, party line, key telephone systems or more sophisticated switching systems. If your **DIALOGUE JV-35** is not covered by this warranty, call us at (800) 874-3005 voice or 800-772-2889 TTY for advice as to whether we will repair your **DIALOGUE JV-35** and other repair information. The repair shall be warranted for 90 days.

## Specifications

### DECIBEL GAIN

Maximum gain: 37dB at  
3000Hz (Volume at Maximum  
setting and Tone at High setting)

### PHYSICAL DIMENSIONS

Size: 9.5" x 7" x 3.25"  
Weight: 2.52 lbs.

### POWER

A/C Adapter  
4 AA Alkaline non-  
rechargeable batteries  
(not included)

### CSA / NRTL LISTED

### FCC AND DOC APPROVED

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